



Annual Report

JULY 2015 – JUNE 2016



Make calls anytime.

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Dial toll-free 7-1-1 and
communicate with any caller...

“ 7-1-1 is so easy to
remember for making
a call to people who are
deaf, hard-of-hearing
or speech-disabled! ”

RelayMO

www.relaymissouri.com

VCO

Voice Carry-Over

RELAY MISSOURI

2013: Re-certified by the
Federal Communications
Commission until 2018.

2014: Awarded a new con-
tract until July 31, 2017.

2015: Coordinated efforts
between the St. Louis Car-
dinals and Hearing Loss As-
sociation of America and its
local chapters to raise funds
by selling 500 tickets.

2016: Relay Missouri airs a
radio commercial about
CapTel across the state for
52 weeks.

**THANK YOU,
MISSOURI!**

[FROM THE ACCOUNT MANAGER]

Missouri Public Service Commission:

Sprint Relay is appreciative of the opportunity to provide relay services, education, and customer support to Missouri consumers from July 2015 to June 2016.

With support from the Relay Missouri outreach specialist and the Telecommunications Access Program staff, Relay Missouri activities included exhibiting at the:

- Missouri State Fair in Sedalia; 5,000 visited the exhibition area.
- Two-day Missouri Academy of Audiology in St. Louis; 150 attended.
- Two-day Missouri Council of In-Home Services in St. Louis; 350 attended.
- Hearing Loss Association of America Walk 4 Hearing in St. Louis; 600 participated.
- Two-day Missouri Interpreters Conference in Lake of the Ozarks; 500 attended.
- Three-day USA Deaf Basketball tournament in St. Louis; 400 attended.

Other Relay Missouri accomplishments included:

- Airing a radio public service announcement for 624 broadcasts in a six-month span about the CapTel phone and service.
- Transferring the Relay Missouri website to the Sprint server for cost savings and ease of updating.

Session minutes this fiscal year showed:

- *TTY*: A decrease of 4.18%, or 16,357 minutes
- *Speech-to-Speech*: A significant decrease of 66.7%, or 1,957 minutes
- *CapTel*: A significant decrease of 20%, or 88,640 minutes

Relay Missouri continued to provide excellent customer support and satisfaction in both TRS and CapTel, as evidenced by the fact that there were no TRS complaints and no CapTel complaints from consumers.

Sprint Relay thanks the Missouri Public Service Commission, the Telecommunications Access Program, the Relay Missouri outreach specialist, and the Relay Missouri users for the opportunity to provide relay services, education, and customer support from July 2015 to June 2016.

With appreciation,



Michelle Vicino
Account Manager



OUTREACH & DELIVERABLES

The Relay Missouri Account Manager, Outreach Specialist, and the Telecommunications Access Program staff promoted relay service awareness through product and service demonstrations, exhibitions, presentations, and information dissemination throughout the state, and via the www.relaymissouri.com website. Activities focused on traditional TRS and CapTel. Listed below are some highlights performed between July 2015 and June 2016:

- Missouri State Fair in Sedalia; 5,000 visited the exhibition area.
- Two-day Missouri Academy of Audiology in St. Louis; 150 attended.
- Two-day Missouri Council of In-Home Services in St. Louis; 350 attended.
- Hearing Loss Association of America Walk 4 Hearing in St. Louis; 600 participated.
- Two-day Missouri Interpreters Conference in Lake of the Ozarks; 500 attended.
- Dispatcher Training in Springfield; 12 attended.
- St. Francois County Ambulance District in Farmington; 500 attended.
- Three-day USA Deaf Basketball tournament in St. Louis; 400 attended.
- Missouri Assistive Technology Expo in Jefferson City; 150 attended.
- Housing Authority in Memphis; 5 attended.



The Relay Missouri outreach team also went to:

- Audiology offices
- Senior centers
- Hearing aid centers
- Hospitals
- Colleges
- Independent Living Centers
- Sports camps

Outreach Experts, Inc.

Outreach Specialists from the Outreach Experts, Inc. (OEI), team were brought on board to provide education throughout the state about Internet-based CapTel phones and services. The specialists reside in different states and are able to attend select events in Missouri. OEI and Relay Missouri operate on a separate plan and budget.

Public Service Announcement

During this reporting year, a 30-second public service announcement (PSA) about the CapTel phone and service was developed and produced to air on the radio for 52 weeks, from January 5, 2016, to the end of December 2016.

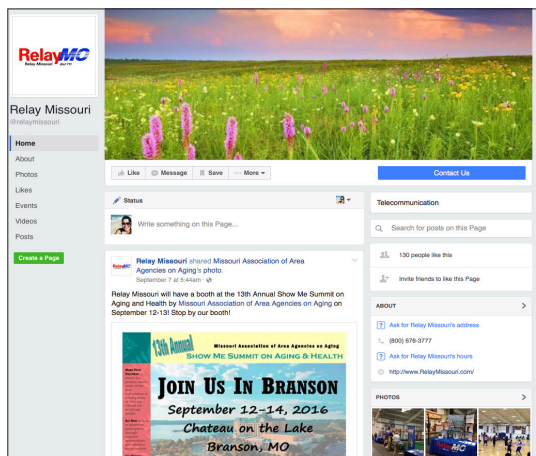
This media package also includes:

- Live sponsor recognition during the program each week
- One 30-second recorded commercial inside of the program each week
- Twelve 30-second commercials each week (624 total) on 1340 The Ozarks Big Talker, from 5 a.m. to 11 p.m.
- A listing on the "Prime Time" page of the 1340 Big Talker Website with link and logo all year long
- Three 10-minute interviews on a rotating basis in a one-year period; the Relay Missouri Account Manager was interviewed in June on air.
- Relay Missouri logo in the quarterly "Prime Time" email blast

IN 2015:

- 48 TOWNS
- 149 EVENTS
- 157 DAYS

**EDUCATING
19,800 PEOPLE**



Facebook Page

To expedite information dissemination, Relay Missouri posts upcoming events, videos, photographs, and pertinent information. Since its inception, there have been 128 "likes" by followers.

Promotional Items

Promotional items were distributed at outreach events as an educational and exciting way to share information about Relay Missouri services. After the existing promotional items were depleted, new ones were distributed in June 2016, including lip balm, notepads, pens, and notepads with pens.



Relay Missouri Website and Statistics



The Relay Missouri website was transferred from the external vendor's server to the internal Sprint Relay server for cost savings and ease of updating.

To monitor trends on the website, the Relay Missouri Account Manager retrieves a monthly statistics report. Due to the server transfer, statistics are available only from January to June 2016. In this time period, there were 11,103 visitors and 13,222 hits, representing the number of requests made to the server.

| Fig. 1: Website Statistics | |
|----------------------------|-------|
| Month | Hits |
| January | 13 |
| February | 984 |
| March | 5,500 |
| April | 2,727 |
| May | 1,356 |
| June | 2,642 |

RELAY STATISTICS

Telecommunication Relay Services

The following information indicates the trends in the annual total number of session minutes, Speech-to-Speech minutes, relayed call volume, calling trends, call origination, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, Voice Carry-Over [VCO], Telebraille, and Speech-to-Speech [STS]) currently provided by Relay Missouri.

TRS Session Minutes

Figure 2 indicates the total monthly session minutes processed through Relay Missouri. The total of 375,422 minutes includes all aspects of TRS services including interstate, interstate directory assistance, international, toll-free, and 900 numbers. Speech-to-Speech and CapTel minutes are reported separately. This represents a decrease of 4.18%, or 16,357 minutes, compared to the previous year.

Fig. 2: Session Minutes

| | | | |
|-----------|--------|----------|--------|
| July | 35,019 | January | 30,217 |
| August | 30,728 | February | 32,081 |
| September | 30,749 | March | 34,343 |
| October | 31,421 | April | 28,763 |
| November | 32,728 | May | 28,003 |
| December | 32,427 | June | 28,942 |

Speech-to-Speech Session Minutes

This fiscal year contained 976 Speech-to-Speech (STS) session minutes, which represents a significant decrease of 66.7%, or 1,957 minutes, compared to the previous year. See Figure 3 for a monthly breakdown of STS minutes processed through Relay Missouri.

Fig. 3: STS Session Minutes

| | | | |
|-----------|-----|----------|-----|
| July | 252 | January | 18 |
| August | 28 | February | 21 |
| September | 110 | March | 29 |
| October | 96 | April | 58 |
| November | 77 | May | 42 |
| December | 124 | June | 121 |

Relayed Call Volume

Figure 4 depicts the total number of completed calls processed through Relay Missouri. This reflects all the calls handled by the relay agent and includes completed calls and busy ring/no answer for all jurisdictions such as local, intrastate (both intralata and interlata), toll-free, directory assistance, 900, international, marine, and general assistance. For this reporting period, there was a total of 185,272 relayed calls, representing a decrease of 3.6%, or 6,920 fewer calls, compared to the previous year.

Fig. 4: Relayed Call volume

| | | | |
|-----------|--------|----------|--------|
| July | 17,213 | January | 15,878 |
| August | 15,849 | February | 15,218 |
| September | 15,885 | March | 14,993 |
| October | 14,818 | April | 14,357 |
| November | 15,778 | May | 14,718 |
| December | 16,061 | June | 14,504 |

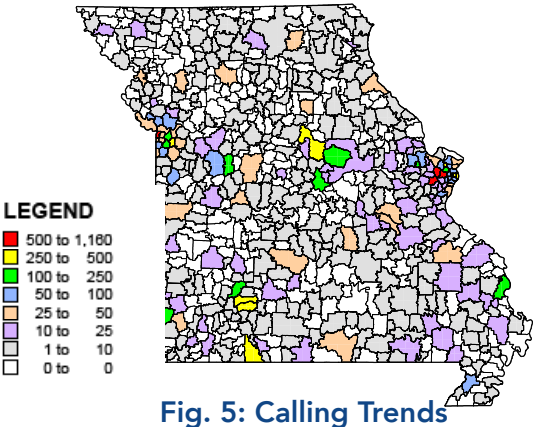
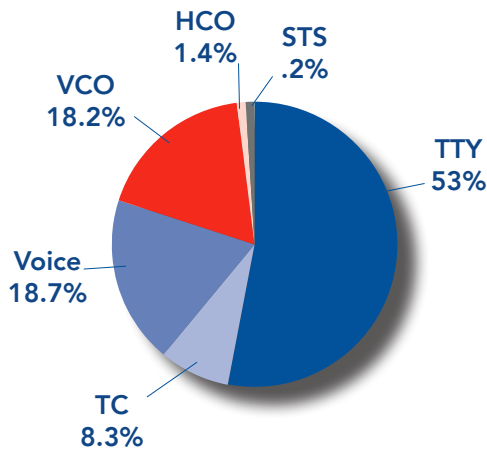


Fig. 5: Calling Trends

Calling Trends

Figure 5 indicates where Missouri TRS calls originated during May 2015. The highest concentrations are shown in red, then yellow, then green.

Fig. 6: Call Origination



Call Origination

On average, TTY and TurboCode consumers originated approximately 61% of Relay Missouri calls. Figure 6 shows call type by percentage.

Average Speed of Answer and Service Level

Figure 7 illustrates that Sprint has exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. Relay Missouri's daily requirement is that 85% of all calls are answered within 10 seconds. The Average Speed of Answer (ASA) was **1.4 seconds** and the Service Level (SVL) was that **95.2 % of calls were answered within 10 seconds**.

Fig. 7: ASA and SVL

| Month | ASA | SVL | Month | ASA | SVL |
|-----------|-----|-----|----------|-----|-----|
| July | 1.2 | 95% | January | 1.5 | 94% |
| August | 1.3 | 95% | February | 1.2 | 96% |
| September | 1.8 | 93% | March | .5 | 98% |
| October | 2.1 | 93% | April | .6 | 98% |
| November | 2.5 | 92% | May | .6 | 98% |
| December | 3.5 | 92% | June | .5 | 98% |

FCC Annual Consumer Contact Log

Sprint prepares and submits an annual Consumer Contact Log Report on both TRS and CapTel from June 2015 to May 2016 to the Missouri Public Service Commission administration, which then submits the report to the Federal Communications Commission (FCC). During this reporting year, there were no TRS commendations or complaints, and 1,981 TRS inquiries.

CapTel

The following information indicates the trends of the annual total number of session minutes, call volume, calling trends, call origination, and contacts with customers provided by Relay Missouri.

Session Minutes

A breakdown of monthly session minutes is shown in Figure 8. This fiscal year's CapTel session minutes totaled 353,735. This represents a significant decrease of 20%, or 88,640 minutes, compared to the previous year.

Fig. 8: CapTel Session Minutes

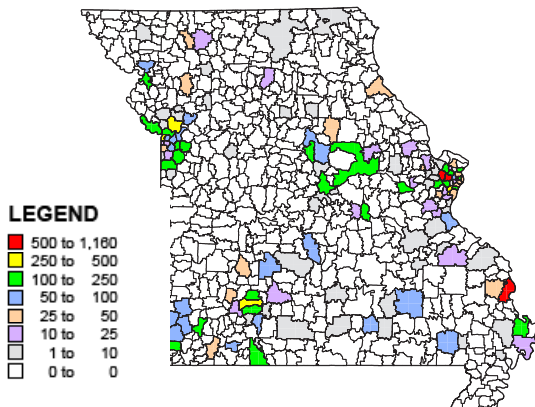
| | | | |
|-----------|--------|----------|--------|
| July | 33,815 | January | 29,781 |
| August | 31,970 | February | 28,130 |
| September | 30,685 | March | 28,789 |
| October | 29,462 | April | 25,291 |
| November | 29,145 | May | 28,281 |
| December | 31,142 | June | 27,245 |

Call Volume

A total of 110,289 CapTel calls were generated this fiscal year. A breakdown of monthly call volume is displayed in Figure 9, which represents a significant decrease of 16.6%, or 22,013 calls, from last year.

Fig. 9: CapTel Call Volume

| | | | |
|-----------|--------|----------|-------|
| July | 10,574 | January | 8,572 |
| August | 10,087 | February | 8,217 |
| September | 9,726 | March | 8,904 |
| October | 9,659 | April | 7,908 |
| November | 9,550 | May | 8,739 |
| December | 9,844 | June | 8,509 |

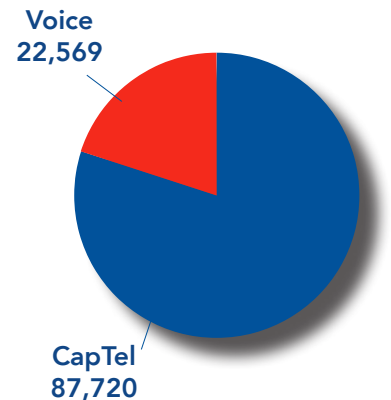


Calling Trends

Figure 10 indicates where Missouri CapTel calls originated during May 2015. The highest concentrations are shown in red, then yellow, then green.

Fig. 10: Calling Trends

Fig. 11: Call Origination



Call Origination

Figure 11 indicates that most Relay Missouri CapTel calls were initiated by CapTel users.

FCC Annual Consumer Contact Log

Sprint prepares and submits an annual Consumer Contact Log Report on both TRS and CapTel from June 2015 to May 2016 to the Missouri Public Service Commission administration, which then submits the report to the FCC. During this FCC Consumer Contact Log reporting year, there were 1 CapTel commendation, 0 CapTel complaints, and 49 CapTel inquiries.

SPRINT RELAY NEWS

Sprint continuously strives to enhance relay products and services to bring an even better experience to all relay customers. This is possible through feedback, implementation, testing, and usage by consumers and team members.

White House Champion of Change Award

Sprint is proud to share that Mike Ellis, National Director for Sprint Relay, received the White House Champions of Change for Disability Advocacy across Generations award on July 27 at a ceremony at the White House. Ellis has worked for 23 years to advance accessible technology and ensure individuals with disabilities have the resources necessary to succeed in their business and personal lives.

Under his leadership, Sprint has developed a long-term commitment to empowering people with disabilities and ensuring they are included within the workplace, customer base, and the telecom industry. As a result of this commitment, Sprint was recently honored by the Disability Equality IndexSM survey as "One of the Best Places to Work for Disability Inclusion Policies and Practices."



**SPRINT RELAY
EXHIBITED AT 71
NATIONAL TRADESHOWS,
REACHING 204,500
PEOPLE**

National Tradeshows

Sprint Relay continues to have a highly visible presence at local, state, and national tradeshows. Attending tradeshows such as NASRA, TEDPA, M-Enabling, and others is a great opportunity for attendees to learn how they can improve communication access. Exhibits and presentations provide attendees the chance to learn about advancements in the relay industry. Customer testimonials and product demonstrations at these events provide a unique opportunity for users to see first-hand how various communication options can improve their lives.

Audiologist Kits

In 2015, Sprint created the Hearing Health Professionals' CapTel Kit for medical professionals to introduce Sprint CapTel services to their patients. Each kit includes third-party certification forms, a demonstration CapTel phone, brochures and a stand for waiting rooms, and more. Professionals interested in a kit can request one at <http://professionals.sprintcaptel.com>.



Newsletter

In September 2015, the STARS newsletter was distributed to all Sprint Relay state contract administrators. The six-page newsletter contained a letter from the Sprint Relay National Director Mike Ellis, an article on disability inclusion, a summary of a new relay employee who works in the blind/low vision community, testimonial videos from CapTel users, an overview of long-distance billing, customer service training with Gallaudet University staff, upcoming relay-related meetings, and other topics.



STARS Conference

Sprint sponsors an annual conference for State Telecommunication Administrators of Relay by Sprint (STARS). The conference is an ideal forum to discuss current FCC rules and upcoming industry trends; product and service reviews; TRS and CapTel platforms; presentations by company representatives from the media, captioning, and CapTel industries; and promote idea exchanges among state relay administrators. This year's STARS conference was held in Florida in June 2016.

Un Nuevo Dia

In February 2016, Sprint Relay was represented in a technology segment interview on a leading Spanish-language morning show, "Un Nuevo Día" ("A New Day"). This segment was broadcast on Telemundo, NBC's national Hispanic network. During this live interview, Sprint Relay demonstrated products, services and plans to a very engaged studio audience.

Facebook Page in Spanish

Sprint Relay is pleased to have increasing resources available in Spanish. In June 2016, Sprint Relay posted its first post on the Sprint Latino Facebook page.



CapTel Call Center

In March 2016, a sixth CapTel Call Center was opened in Tampa, Florida.

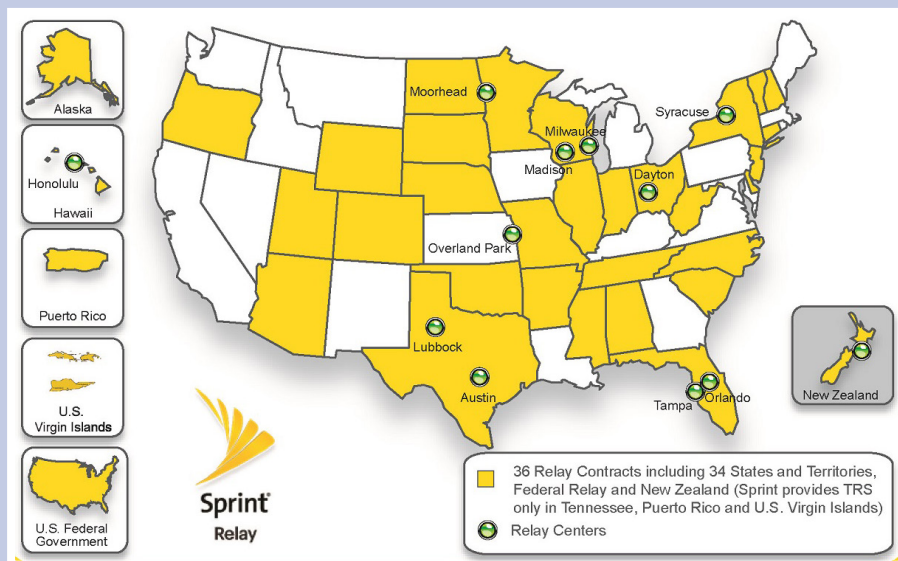
CapTel Newsletter

Each month, CapTel distributes its newsletter to users of the CapTel phone and service. These newsletters contain helpful tips for the various CapTel phone models, stories about event participation, details of upcoming events, and testimonials.



SPRINT RELAY ACCOUNTS

Sprint provides relay services for 36 states, territories, and commonwealths, along with Federal Relay and New Zealand.



SPRINT RELAY TEAM

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| Mike Ellis Global Director — Accessibility | John Moore National Customer Relations Manager |
| Mark Tauscher Business Development/Project Management Michelle Vicino Relay Missouri Account Manager Liz D'Anna Senior Program Manager | Kris Owara Billing Analyst |
| Maggie Schoolar Corporate Sales Chris Smith Account Executive | Brian Adamson National Customer Service Supervisor |

A large, solid red teardrop-shaped graphic that serves as a background for the word 'APPENDICES'.

APPENDICES

OUTREACH

| Name of Event | Location | Date | # of Attendees | G, B, P | Target |
|----------------------------------------------------------------------|------------------|------|----------------|---------|--------|
| JULY 2015 | | | | | |
| Greater St. Louis Association of the Deaf/ Gateway Silent Seniors | Maryland Heights | 1 | 60 | General | Deaf |
| Mercy Audiology | St. Louis | 2 | 1 | General | All |
| Missouri Baptist Hospital | St. Louis | 2 | 1 | General | All |
| Laclede Groves Senior Center | St. Louis | 2 | 15 | General | HoH |
| Hearing Associates | Warrensburg | 7 | 1 | General | All |
| Accuquest Hearing | Sedalia | 7 | 1 | General | All |
| Beltone Hearing Aid | Jefferson City | 7 | 1 | General | All |
| City of St. Louis Health Fair | St. Louis | 10 | 50 | General | All |
| Oakland Plaza Senior Center | Columbia | 14 | 15 | General | All |
| Columbia Missouri Chamber of Commerce | Columbia | 14 | 1 | General | All |
| Missouri School for the Deaf | Fulton | 14 | 1 | General | All |
| Gateway Silent Seniors | St. Louis | 15 | 75 | General | All |
| Washington Missouri Senior Center | Washington | 16 | 40 | General | All |
| Starkloff Institute | St. Louis | 20 | 1 | General | All |
| Gateway Silent Seniors | St. Louis | 22 | 60 | General | All |
| Laclede Groves Senior Center | St. Louis | 22 | 25 | General | All |
| Friendship Village | St. Louis | 23 | 20 | General | All |
| Delmar Gardens | St. Louis | 23 | 30 | General | All |
| AUGUST 2015 | | | | | |
| Department of Senior Services | Park Hills | 12 | 1 | General | All |
| Park Hills Senior Center | Park Hills | 12 | 1 | General | All |
| Connect Hearing | Farmington | 12 | 1 | General | All |
| Yon Hearing | Farmington | 12 | 1 | General | All |
| Audiology and Hearing of Farmington | Farmington | 12 | 1 | General | All |
| Greater St. Louis Association of the Deaf | St. Louis | 15 | 160 | General | All |
| Missouri State Fair | Sedalia | 19 | 5000 | Booth | All |
| Deaf Awareness Day at Silver Dollar City | Branson | 22 | 5000 | Booth | All |
| SEPTEMBER 2015 | | | | | |
| St. Johns Mercy Hospital | St. Louis | 4 | 1 | General | HoH |
| St. Louis Hearing and Speech Center | St. Louis | 4 | 1 | General | Hoh |
| Robinson Hearing Aid | St. Louis | 4 | 1 | General | HoH |
| Round Table Representatives on Deafness | St. Louis | 4 | 2 | General | Deaf |
| Missouri Academy of Audiology | St. Louis | 10 | 150 | Booth | HoH |
| Missouri Academy of Audiology | St. Louis | 11 | 150 | Booth | HoH |

| Name of Event | Location | Date | # of Attendees | G, B, P | Target |
|----------------------------------------------------------------------|--------------------|------|----------------|--------------|--------|
| Missouri Council of In-Home Services | St. Louis | 21 | 350 | Booth | HoH |
| Missouri Council of In-Home Services | St. Louis | 22 | 350 | Booth | HoH |
| HLAA Walk 4 Hearing | St. Louis | 26 | 600 | Booth | HoH |
| OCTOBER 2015 | | | | | |
| Missouri Interpreters Conference | Lake of the Ozarks | 23 | 500 | Booth | All |
| Missouri Interpreters Conference | Lake of the Ozarks | 23 | 500 | Booth | All |
| Rehabilitation Services for the Blind Training | Jefferson City | 23 | 25 | General | Deaf |
| Independent Living Resource Center | Jefferson City | 23 | 1 | General | HoH |
| Pike Pioneer Senior Center | Bowling Green | 27 | 1 | General | HoH |
| Hannibal LaGrange College | Hannibal | 27 | 1 | General | HoH |
| Forget Me Not Seniors | Hannibal | 27 | 1 | General | HoH |
| HLAA Appreciation Lunch | St. Louis | 31 | 100 | Booth | HoH |
| NOVEMBER 2015 | | | | | |
| The Whole Person | Kansas City | 3 | 10 | General | All |
| Greater St. Louis Association of the Deaf | St. Louis | 4 | 3 | General | Deaf |
| Gateway Silent Seniors | St. Louis | 4 | 60 | General | All |
| The Whole Person | Kansas City | 5 | 12 | General | All |
| Midland Empire Resources for Independent Living (MERIL) | St. Joseph | 10 | 10 | General | All |
| Missouri Western State University | St. Joseph | 10 | 2 | General | All |
| UCP Kansas City | Kansas City | 10 | 2 | General | All |
| Raytown Audiology | Raytown | 11 | 1 | General | All |
| Truman Hospital | Kansas City | 11 | 1 | General | All |
| Lee's Summit Parks & Rec, Thanksgiving Health, Wealth, Leisure event | Lee's Summit | 19 | | General | All |
| DECEMBER 2015 | | | | | |
| No activities | | | | | |
| JANUARY 2016 | | | | | |
| Dispatcher Training | Springfield | 26 | 12 | Presentation | All |
| FEBRUARY 2016 | | | | | |
| No activities | | | | | |
| MARCH 2016 | | | | | |
| Joplin Association of the Blind | Joplin | 24 | 14 | Presentation | Deaf |
| APRIL 2016 | | | | | |
| Warrensburg Police Department, City Hall and City Offices | Warrensburg | 1 | 17 | General | All |
| St. Francois County Ambulance District | Farmington | 1 | 40 | Presentation | All |
| Student Tour of Tech Center | St. Joseph | 6 | 28 | General | Deaf |
| Paraquad Inc | St. Louis | 7 | 2 | General | Deaf |
| Deaf Inc. | St. Louis | 7 | 2 | General | Deaf |
| Round Table Representatives/Deaf Community Center | St. Louis | 7 | 1 | General | Deaf |

| Name of Event | Location | Date | # of Attendees | G, B, P | Target |
|---------------------------------------------------------------------------------|----------------|------|----------------|--------------|----------|
| Sight and Sound Impairment | St. Louis | 7 | 1 | General | HoH |
| North Central Missouri Mental Health | Brookfield | 11 | 9 | Presentation | All |
| Brookfield Nutrition Site | Brookfield | 11 | 19 | Presentation | All |
| Disability Sensitivity training and Communication with People with Disabilities | St. Charles | 13 | 20 | Presentation | All |
| Marceline Health Clinic | Marceline | 13 | 2 | Presentation | All |
| Southwestern Hearing Center | St. Charles | 13 | 1 | General | HoH |
| Beltone Hearing Aid Center | St. Charles | 13 | 1 | General | HoH |
| Community Living Services | St. Peters | 13 | 1 | General | HoH |
| Southwestern Hearing Center | O'Fallon | 13 | 2 | General | HoH |
| Miracle Ear | St. Peters | 13 | 1 | General | HoH |
| St. Francois County Ambulance District | Farmington | 16 | 500 | Booth | All |
| TAP Update Meeting | St. Charles | 17 | 31 | General | All |
| PowerUp Session Understanding TRS | St. Charles | 18 | 30 | Presentation | All |
| Missouri TAP Power UP Conference | St. Charles | 18 | 700 | Booth | All |
| Missouri TAP Power UP Conference | St. Charles | 19 | 700 | Booth | All |
| Whole Person and MSD Resource Fair | Kansas City | 23 | 50 | Booth | Deaf/HOH |
| St. Charles County Council for the Blind Resource Fair/Open Forum | St. Peters | 26 | 40 | Booth | Deaf/HOH |
| United States Deaf Basketball | St. Louis | 28 | 400 | Booth | Deaf/HOH |
| United States Deaf Basketball | St. Louis | 29 | 400 | Booth | Deaf/HOH |
| United States Deaf Basketball | St. Louis | 30 | 400 | Booth | Deaf/HOH |
| Better Living4U | St. Joseph | 30 | 150 | Booth | Deaf/HOH |
| MAY 2016 | | | | | |
| Mark Twain Caring Inc | Poplar Bluff | 3 | 1 | General | Hearing |
| The Manor Home | Poplar Bluff | 3 | 1 | General | HoH |
| Beltone Hearing Aid Center | Poplar Bluff | 3 | 1 | General | HoH |
| Doctor's office | Malden | 3 | 1 | General | STS |
| Hearing Aid Center | Kennett | 4 | 1 | General | HoH |
| Bootheel Independent Living Center | Kennett | 4 | 1 | General | HoH |
| Bootheel Home Care Service | New Madrid | 4 | 1 | General | HoH |
| State Rehabilitation Council Public Meeting | Jefferson City | 5 | 50 | General | All |
| Delta Resource Fair | Cape Girardeau | 11 | 35 | Booth | All |
| Miracle Ear | O'Fallon | 11 | 1 | General | HoH |
| Hometown Connect Hearing | St. Charles | 12 | 1 | General | HoH |
| Med X Change | St. Charles | 12 | 1 | General | HoH |
| Customer | St. Peters | 12 | 1 | General | HoH |
| Kansas City DeafBlind Task Force Meeting | Kansas City | 17 | 10 | General | Deaf |
| Assistive Tech Demo Day, Wellington Point Community Center | St. Joseph | 17 | 7 | Booth | All |
| Assistive Tech Demo Day, Windwood Estates Community Center | St. Joseph | 17 | 12 | Booth | All |

| Name of Event | Location | Date | # of Attendees | G, B, P | Target |
|----------------------------------------------------------------------|----------------|------|----------------|--------------|--------|
| Assistive Tech Demo Day, Whittington Place Community Center | St. Joseph | 18 | 6 | Booth | All |
| Assistive Tech Demo Day, Westchester Village Community Center | St. Joseph | 18 | 10 | Booth | All |
| Clarence Care Center | Clarence | 18 | 2 | General | HoH |
| PC Café | Milan | 18 | 38 | Presentation | All |
| Mount Camel Senior | St. Charles | 18 | 1 | General | HoH |
| Parkside Retirement | St. Charles | 18 | 1 | General | HoH |
| Fairwinds River Edge | St. Charles | 19 | 1 | General | HoH |
| Caregiver Inn | O'Fallon | 19 | 1 | General | HoH |
| Park Place Senior | O'Fallon | 19 | 1 | General | HoH |
| Twin Oak Estate | O'Fallon | 19 | 1 | General | HoH |
| Sound and Sight Impaired St. Louis | Brentwood | 21 | 30 | General | All |
| Greentree Hearing | Kirkwood | 24 | 1 | General | HoH |
| Hearing Pro | Ellisville | 24 | 1 | General | HoH |
| Ellisville Hearing Aid Center | Ellisville | 24 | 1 | General | HoH |
| Health Hearing Center | Ellisville | 24 | 1 | General | HoH |
| Student Education on TAP Program (job shadowing) Relay and Equipment | St. Charles | 31 | 1 | General | All |
| JUNE 2016 | | | | | |
| TAP-T New Training | St. Louis | 1 | 13 | Presentation | All |
| TAP-T New Training | St. Louis | 2 | 13 | Presentation | All |
| Bristol Manor of Warrenton | Warrenton | 2 | 1 | General | HoH |
| Bristol Manor | Warrenton | 2 | 1 | General | HoH |
| St. Clair Senior Village | Warrenton | 2 | 1 | General | HoH |
| Warren Senior Center | Warrenton | 2 | 1 | General | HoH |
| DeaFestival | St. Louis | 3 | 480 | Booth | Deaf |
| Four Seasons Assisted Living Group | Moscow Mills | 3 | 1 | General | HoH |
| Connected Hearing | Troy | 3 | 1 | General | HoH |
| Sugar Creek Senior Assisted Living | Troy | 3 | 1 | General | HoH |
| RTR (Round Table Representatives) DeaFest-Union Station | St. Louis | 4 | 900 | Booth | All |
| Ste. Genevieve Community Service Forum | Ste Genevieve | 8 | 25 | General | All |
| Brookfield Life Care Center | Brookfield | 9 | 3 | Presentation | HoH |
| Missouri Assistive Technology Expo | Jefferson City | 10 | 150 | Booth | All |
| Deaf Awareness at Six Flags | Eureka | 11 | 700 | Booth | All |
| Beth Haven Retirement Home | Hannibal | 15 | 1 | General | HoH |
| Pleasant View Assisted Living | Hannibal | 15 | 1 | General | HoH |
| Maple Lawn Nursing Home | Palmyra | 15 | 2 | General | HoH |
| Aging Matters | Poplar Bluff | 15 | 100 | Booth | HoH |
| Lancaster Rural Clinic | Lancaster | 15 | 1 | General | All |
| Memphis Housing Authority | Memphis | 15 | 5 | Presentation | All |

| Name of Event | Location | Date | # of Attendees | G, B, P | Target |
|-------------------------------------------------------------------------------------------------------|---------------|--------------|----------------|--------------|--------|
| Memphis Nutrition Site | Memphis | 15 | 29 | Presentation | All |
| Assistive Technology Demo Day Picket Place Community Center | St. Joseph | 15 | 8 | Booth | All |
| Canton Senior Citizen Center Apartments | Canton | 16 | 2 | General | HoH |
| Clark County Senior Community | Kahoka | 16 | 2 | General | HoH |
| Knox County Health Dept | Edina | 16 | 1 | General | HoH |
| Knox County Council on Aging | Edina | 16 | 2 | General | HoH |
| Crosspointe | Edina | 16 | 1 | General | HoH |
| Knox County Nursing Home | Edina | 16 | 1 | General | HoH |
| La Belle | LaBelle | 16 | 2 | General | HoH |
| Pike Pioneer Senior Apartment | Bowling Green | 17 | 2 | General | HoH |
| St. Vincent De Paul Outreach Meeting | Farmington | 20 | 20 | General | All |
| Helen Keller DeafBlind Awareness Event | Kansas City | 21 | 60 | Booth | Deaf |
| Deaf Teen Baseball Camp | St. Peters | 22 | 100 | Booth | All |
| Consumer Directed Services Presentation on Using Relay and TAP | St. Charles | 23 | 8 | Presentation | All |
| New Employee Training | St. Charles | 24 | 1 | Presentation | All |
| Jackson Senior Center | Jackson | 28 | 55 | General | HoH |
| Provider's Meeting | Keytesville | 30 | 9 | General | All |
| | | TOTAL | 19,825 | | |
| <i>Outreach activities performed by the Telecommunications Access Program are shown in gray rows.</i> | | | | | |

TRS STATISTICS

| | JULY | AUG. | SEPT. | OCT. | NOV. | DEC. | JAN. | FEB. | MARCH | APRIL | MAY | JUNE | TOTAL |
|--------------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------|
| MINUTES OF SERVICE | | | | | | | | | | | | | |
| Total Conversation Minutes | 23,868 | 20,351 | 19,879 | 21,310 | 21,665 | 20,846 | 19,122 | 18,999 | 22,056 | 17,616 | 16,971 | 17,849 | 240,534 |
| Total Session Minutes | 35,019 | 30,728 | 30,749 | 31,421 | 32,728 | 32,427 | 30,217 | 32,081 | 34,343 | 28,763 | 28,003 | 28,942 | 375,422 |
| Less Interstate | (948) | (1,261) | (1,793) | (2,038) | (1,800) | (2,635) | (3,711) | (3,194) | (4,615) | (3,465) | (1,170) | (2,310) | (28,939) |
| Less International | (11) | 0 | 0 | 0 | 0 | 0 | (2) | 0 | 0 | (3) | (4) | (96) | (117) |
| Less 800 Toll-Free | (2,641) | (2,169) | (2,167) | (2,403) | (2,380) | (2,633) | (2,134) | (2,244) | (2,604) | (2,197) | (2,374) | (2,033) | (27,978) |
| Less Directory Assistance Session Min | 0 | 0 | (10) | (3) | (6) | (22) | (41) | (4) | 0 | 0 | 0 | 0 | (86) |
| Less 900 Session Min | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL MINUTES OF SERVICE | 55,288 | 47,649 | 46,658 | 48,288 | 50,207 | 47,984 | 43,452 | 45,638 | 49,180 | 40,714 | 41,426 | 42,352 | 558,835 |
| Billable Minutes | 31,419 | 27,298 | 26,779 | 26,978 | 28,542 | 27,138 | 24,329 | 26,639 | 27,124 | 23,098 | 24,455 | 24,502 | 318,301 |
| Billable Minutes (STS) | 155 | 26 | 62 | 47 | 50 | 60 | 9 | 12 | 18 | 27 | 25 | 53 | 543 |
| Total TRS/STS Billable Minutes | 31,574 | 27,324 | 26,840 | 27,025 | 28,591 | 27,198 | 24,338 | 26,651 | 27,142 | 23,125 | 24,480 | 24,555 | 318,844 |
| CapTel Billable Minutes | 24,987 | 24,338 | 23,479 | 22,728 | 22,944 | 22,928 | 22,173 | 20,606 | 21,423 | 19,640 | 21,108 | 20,162 | 266,515 |
| AVERAGE LENGTH OF CALLS | | | | | | | | | | | | | AVG. |
| Session Minutes | 2.20 | 2.10 | 2.27 | 2.42 | 2.38 | 2.36 | 2.21 | 2.52 | 2.66 | 2.34 | 2.16 | 2.27 | 2.32 |
| Conversation Minutes | 1.50 | 1.39 | 1.47 | 1.64 | 1.58 | 1.51 | 1.40 | 1.49 | 1.71 | 1.43 | 1.31 | 1.40 | 1.49 |
| Avg. Length of Completed Calls | 9.49 | 8.56 | 7.71 | 8.13 | 8.22 | 7.45 | 7.98 | 8.19 | 8.48 | 8.63 | 9.13 | 8.90 | 8.41 |
| TOTAL NUMBER OF COMPLETED RELAYED CALLS | | | | | | | | | | | | | TOTAL |
| Local | 2,864 | 2,862 | 2,999 | 2,892 | 2,657 | 2,551 | 2,611 | 2,673 | 2,848 | 2,447 | 2,345 | 2,250 | 31,999 |
| Intrastate (Intralata) | 26 | 6 | 204 | 131 | 83 | 218 | 201 | 33 | 24 | 20 | 15 | 44 | 1,005 |
| Intrastate (Interlata) | 237 | 200 | 100 | 92 | 517 | 638 | 101 | 489 | 257 | 173 | 175 | 399 | 3,378 |
| Interstate Calls | 165 | 174 | 317 | 395 | 269 | 465 | 530 | 355 | 498 | 362 | 173 | 221 | 3,924 |
| Toll Free | 395 | 346 | 361 | 352 | 437 | 458 | 324 | 356 | 422 | 334 | 357 | 308 | 4,450 |
| Directory Assistance | 2 | 2 | 14 | 7 | 13 | 34 | 22 | 11 | 4 | 0 | 3 | 7 | 119 |
| 900 (Attempted) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| International | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 26 | 30 |
| Marine (Attempted) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other Calls | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL COMPLETED | 3,691 | 3,590 | 3,995 | 3,869 | 3,976 | 4,364 | 3,790 | 3,917 | 4,053 | 3,336 | 3,069 | 3,255 | 44,905 |
| Busy Ring No answer | 836 | 678 | 1,347 | 1,010 | 1,087 | 1,059 | 1,238 | 1,262 | 925 | 1,231 | 1,053 | 893 | 12,619 |
| TOTAL OUTBOUND | 4,527 | 4,268 | 5,342 | 4,879 | 5,063 | 5,423 | 5,028 | 5,179 | 4,978 | 4,567 | 4,122 | 4,148 | 57,524 |
| General Assistance | 12,686 | 11,581 | 10,543 | 9,939 | 10,715 | 10,638 | 10,850 | 10,039 | 10,015 | 9,790 | 10,596 | 10,356 | 127,748 |
| TOTAL Relayed Calls | 17,213 | 15,849 | 15,885 | 14,818 | 15,778 | 16,061 | 15,878 | 15,218 | 14,993 | 14,357 | 14,718 | 14,504 | 185,272 |
| NUMBER OF CALLS TO RELAY | | | | | | | | | | | | | |
| Offered | 16,179 | 15,146 | 13,926 | 13,379 | 14,293 | 14,340 | 13,927 | 12,939 | 13,156 | 12,417 | 13,127 | 12,870 | 165,699 |
| Answered | 15,890 | 14,866 | 13,573 | 13,027 | 13,840 | 13,748 | 13,659 | 12,770 | 13,032 | 12,303 | 12,963 | 12,740 | 162,411 |
| In Queue | 16,179 | 15,146 | 13,926 | 13,379 | 14,293 | 14,340 | 13,927 | 12,939 | 13,156 | 12,417 | 13,127 | 12,870 | 165,699 |
| Abandoned in Queue | 289 | 280 | 353 | 352 | 453 | 592 | 268 | 169 | 124 | 114 | 164 | 130 | 3,288 |
| Total Calls to Relay | 48,537 | 45,438 | 41,778 | 40,137 | 42,879 | 43,020 | 41,781 | 38,817 | 39,468 | 37,251 | 39,381 | 38,610 | 497,097 |
| AVERAGE NUMBER OF CALLS - STS not included | | | | | | | | | | | | | AVG. |
| Weekend | 257 | 251 | 255 | 247 | 276 | 323 | 279 | 299 | 265 | 280 | 272 | 259 | 272 |
| Weekday | 659 | 635 | 629 | 572 | 633 | 586 | 623 | 611 | 560 | 564 | 558 | 565 | 600 |
| Total Calls | 916 | 886 | 884 | 819 | 909 | 909 | 902 | 910 | 825 | 844 | 830 | 824 | 872 |

| | JULY | AUG. | SEPT. | OCT. | NOV. | DEC. | JAN. | FEB. | MARCH | APRIL | MAY | JUNE | TOTAL |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| TOTAL CALL VOLUME | | | | | | | | | | | | | |
| TTY- Baudot | 1,531 | 2,039 | 2,578 | 2,509 | 2,715 | 2,727 | 2,617 | 3,194 | 2,867 | 2,600 | 2,497 | 2,625 | 30,499 |
| Turbo Code | 851 | 485 | 773 | 459 | 307 | 499 | 300 | 237 | 403 | 235 | 155 | 122 | 4,826 |
| ASCII | 0 | 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 9 |
| Voice | 1,120 | 774 | 1,115 | 831 | 1,056 | 1,080 | 1,130 | 875 | 831 | 869 | 645 | 554 | 10,880 |
| VCO | 989 | 862 | 804 | 969 | 924 | 1,034 | 881 | 828 | 806 | 822 | 777 | 768 | 10,464 |
| HCO | 36 | 108 | 69 | 102 | 61 | 83 | 99 | 43 | 71 | 39 | 48 | 78 | 837 |
| Deaf/Blind ASCII | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Deaf/Blind Baudot | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 2 | 0 | 1 | 0 | 0 | 6 |
| Speech to Speech | 34 | 6 | 7 | 8 | 21 | 8 | 3 | 1 | 2 | 5 | 5 | 13 | 113 |
| TOTAL | 4,561 | 4,274 | 5,346 | 4,887 | 5,084 | 5,431 | 5,031 | 5,180 | 4,980 | 4,572 | 4,127 | 4,161 | 57,634 |
| Total Spanish Calls | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 3 |
| TOTAL | 4,561 | 4,274 | 5,346 | 4,887 | 5,084 | 5,431 | 5,033 | 5,181 | 4,980 | 4,572 | 4,127 | 4,161 | 57,637 |
| PERCENTAGE OF CALLS | | | | | | | | | | | | | AVG. |
| TTY | 33.57% | 47.71% | 48.22% | 51.34% | 53.40% | 50.21% | 52.02% | 61.66% | 57.57% | 56.87% | 60.50% | 63.09% | 53.01% |
| Turbo Code | 18.66% | 11.35% | 14.46% | 9.39% | 6.04% | 9.19% | 5.96% | 4.58% | 8.09% | 5.14% | 3.76% | 2.93% | 8.30% |
| ASCII | 0.00% | 0.00% | 0.00% | 0.14% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.02% | 0.00% | 0.02% | 0.02% |
| Voice | 24.56% | 18.11% | 20.86% | 17.00% | 20.77% | 19.89% | 22.46% | 16.89% | 16.69% | 19.01% | 15.63% | 13.31% | 18.76% |
| VCO | 21.68% | 20.17% | 15.04% | 19.83% | 18.17% | 19.04% | 17.51% | 15.98% | 16.18% | 17.98% | 18.83% | 18.46% | 18.24% |
| HCO | 0.79% | 2.53% | 1.29% | 2.09% | 1.20% | 1.53% | 1.97% | 0.83% | 1.43% | 0.85% | 1.16% | 1.87% | 1.46% |
| Deaf/Blind ASCII | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Deaf/Blind Baudot | 0.00% | 0.00% | 0.00% | 0.04% | 0.00% | 0.00% | 0.02% | 0.04% | 0.00% | 0.02% | 0.00% | 0.00% | 0.01% |
| Speech to Speech | 0.75% | 0.14% | 0.13% | 0.16% | 0.41% | 0.15% | 0.06% | 0.02% | 0.04% | 0.11% | 0.12% | 0.31% | 0.20% |
| TOTAL | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| AVERAGE SPEED OF ANSWER | | | | | | | | | | | | | AVG. |
| Service Level | 95% | 95% | 93% | 93% | 92% | 92% | 94% | 96% | 98% | 98% | 98% | 98% | 95.2% |
| ASA | 1.2 | 1.3 | 1.8 | 2.1 | 2.5 | 3.5 | 1.5 | 1.2 | 0.5 | 0.6 | 0.6 | 0.5 | 1.4 |
| CUSTOMER CONTACTS | | | | | | | | | | | | | TOTAL |
| Complaints | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Commendations | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

STS STATISTICS

| | JULY | AUG. | SEPT. | OCT. | NOV. | DEC. | JAN. | FEB. | MARCH | APRIL | MAY | JUNE | AVG. | TOTAL. |
|---------------------------------------|---------|--------|---------|---------|---------|---------|--------|--------|---------|---------|---------|---------|-------|--------|
| Total Conversation Min | 160 | 8 | 82 | 71 | 24 | 91 | 2 | 14 | 21 | 42 | 13 | 67 | 50 | 595 |
| Total Session Min | 252 | 28 | 110 | 96 | 77 | 124 | 18 | 21 | 29 | 58 | 42 | 121 | 81 | 976 |
| Less Interstate Session | (31.40) | (2.70) | 0.00 | (6.63) | (22.27) | (14.75) | (9.33) | 0.00 | 0.00 | (21.07) | (14.87) | (31.87) | (13) | (155) |
| Less International Session | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0 | 0 |
| Less Interstate Toll Free Session 51% | (65.76) | 0.00 | (47.94) | (36.63) | 0.00 | (48.96) | 0.00 | (9.14) | (11.13) | (9.59) | (2.53) | (36.04) | (22) | (268) |
| Less Interstate DA Session | 0.00 | 0.00 | 0.00 | (4.82) | (5.07) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | (1) | (10) |
| Less 900 Session 51% | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0 | 0 |
| Total Billable Speech to Speech | 155 | 26 | 62 | 47 | 50 | 60 | 9 | 12 | 18 | 27 | 25 | 53 | 45 | 543 |
| Number of Completed Calls Made | 24 | 4 | 6 | 6 | 14 | 6 | 1 | 1 | 2 | 5 | 4 | 11 | 7 | 84 |
| Average Length of Call | 7.08 | 1.53 | 10.43 | 12.69 | 6.91 | 10.81 | 1.72 | 3.43 | 3.19 | 6.26 | 2.50 | 7.48 | 6.17 | 74.03 |
| Total of STS Completed Calls Calls | | | | | | | | | | | | | Total | |
| Local | 10 | 3 | 3 | 2 | 6 | 2 | 0 | 0 | 1 | 2 | 2 | 1 | 32 | |
| Intrastate | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| Interstate | 3 | 1 | 0 | 0 | 4 | 1 | 1 | 0 | 0 | 2 | 1 | 4 | 17 | |
| Directory Assistance | 3 | 0 | 0 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | |
| General Assistance | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| International | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 900 calls | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Toll-Free | 8 | 0 | 3 | 2 | 0 | 3 | 0 | 1 | 1 | 1 | 1 | 6 | 26 | |
| Marine Calls | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Busy Ring/No Answer | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Other Calls | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Total STS Calls | 24 | 4 | 6 | 6 | 14 | 6 | 1 | 1 | 2 | 5 | 4 | 11 | 84 | |

CAPTEL STATISTICS



| | JULY | AUG. | SEPT. | OCT. | NOV. | DEC. | JAN. | FEB. | MARCH | APRIL | MAY | JUNE | TOTAL |
|-----------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| Billable Minutes | 24,987 | 24,338 | 23,479 | 22,728 | 22,944 | 22,928 | 22,173 | 20,606 | 21,423 | 19,640 | 21,108 | 20,162 | 266,515 |
| Average minutes per call | 2.36 | 2.41 | 2.41 | 2.35 | 2.40 | 2.33 | 2.59 | 2.51 | 2.41 | 2.48 | 2.42 | 2.37 | 29 |
| CapTel Traffic Patterns | | | | | | | | | | | | | |
| Data Calls | 8,152 | 8,018 | 7,608 | 7,744 | 7,707 | 7,988 | 6,793 | 6,701 | 7,164 | 6,330 | 6,901 | 6,614 | 87,720 |
| Voice Calls | 2,422 | 2,069 | 2,118 | 1,915 | 1,843 | 1,856 | 1,779 | 1,516 | 1,740 | 1,578 | 1,838 | 1,895 | 22,569 |
| Total of Calls | 10,574 | 10,087 | 9,726 | 9,659 | 9,550 | 9,844 | 8,572 | 8,217 | 8,904 | 7,908 | 8,739 | 8,509 | 110,289 |
| Total Session Min | | | | | | | | | | | | | |
| Local | 19,270 | 19,464 | 19,124 | 17,633 | 18,595 | 18,720 | 18,252 | 16,874 | 17,723 | 16,578 | 17,754 | 16,894 | 216,881 |
| Intrastate Intralata | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Intrastate Interlata | 2,068 | 1,420 | 1,485 | 1,663 | 1,580 | 1,406 | 1,405 | 1,262 | 1,302 | 1,007 | 945 | 1,152 | 16,694 |
| Interstate | 7,285 | 6,184 | 5,929 | 5,158 | 5,020 | 6,824 | 6,316 | 6,203 | 6,240 | 4,706 | 5,980 | 6,048 | 71,891 |
| International | 11 | 8 | 11 | 3 | 3 | 2 | 22 | 29 | 3 | 2 | 13 | 36 | 143 |
| Toll Free | 2,693 | 2,493 | 2,255 | 2,807 | 2,106 | 2,540 | 2,347 | 2,390 | 2,053 | 1,734 | 2,178 | 1,805 | 27,399 |
| 900 Calls | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Answer Machine | 205 | 201 | 303 | 265 | 226 | 205 | 196 | 188 | 233 | 213 | 302 | 255 | 2,792 |
| In 2 Line | 1,455 | 1,531 | 1,058 | 1,284 | 950 | 835 | 664 | 667 | 693 | 539 | 635 | 704 | 11,016 |
| General Assistance | 483 | 499 | 419 | 421 | 420 | 418 | 368 | 336 | 412 | 393 | 342 | 350 | 4,861 |
| Other | 346 | 170 | 101 | 227 | 246 | 190 | 211 | 182 | 130 | 121 | 132 | 204.9 | 2,261 |
| Total of Session Min | 33,815 | 31,970 | 30,685 | 29,462 | 29,145 | 31,142 | 29,781 | 28,130 | 28,789 | 25,291 | 28,281 | 27,245 | 353,735 |
| Number of Calls by Each Traffic Pattern | | | | | | | | | | | | | |
| Local | 6,418 | 6,327 | 6,152 | 5,918 | 6,071 | 6,413 | 5,503 | 5,287 | 5,576 | 5,082 | 5,649 | 5,531 | 69,927 |
| Intrastate Intralata | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Intrastate Interlata | 357 | 197 | 248 | 303 | 265 | 221 | 241 | 219 | 213 | 198 | 184 | 177 | 2,823 |
| Interstate | 1,254 | 1,061 | 1,066 | 1,025 | 912 | 1,011 | 914 | 944 | 1,111 | 834 | 962 | 938 | 12,032 |
| International | 10 | 14 | 10 | 5 | 3 | 4 | 5 | 10 | 2 | 3 | 13 | 17 | 96 |
| Toll Free | 446 | 474 | 384 | 475 | 473 | 449 | 332 | 281 | 253 | 245 | 309 | 288 | 4,409 |
| 900 Calls | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Answer Machine | 186 | 169 | 239 | 204 | 177 | 159 | 152 | 137 | 187 | 174 | 229 | 216 | 2,229 |
| In 2 Line | 409 | 331 | 361 | 378 | 300 | 269 | 247 | 197 | 287 | 252 | 315 | 313 | 3,659 |
| General Assistance | 1,369 | 1,431 | 1,198 | 1,230 | 1,256 | 1,239 | 1,099 | 1,073 | 1,193 | 1,028 | 1,001 | 941 | 14,058 |
| Other | 124 | 83 | 68 | 121 | 93 | 79 | 79 | 69 | 82 | 92 | 77 | 88 | 1,055 |
| Total | 10,574 | 10,087 | 9,726 | 9,659 | 9,550 | 9,844 | 8,572 | 8,217 | 8,904 | 7,908 | 8,739 | 8,509 | 110,289 |
| Distribution of Minutes | | | | | | | | | | | | | |
| Less Inter-state Billable Min | 7,285 | 6,184 | 5,929 | 5,158 | 5,020 | 6,824 | 6,316 | 6,203 | 6,240 | 4,706 | 5,980 | 6,048 | 71,891 |
| Less International Session Min | 11 | 8 | 11 | 3 | 3 | 2 | 22 | 29 | 3 | 2 | 13 | 36 | 143 |
| Less Toll Free | 1,373 | 1,272 | 1,150 | 1,431 | 1,074 | 1,296 | 1,197 | 1,219 | 1,047 | 884 | 1,111 | 920 | 13,974 |
| Less 2 Line Session Min (11%) | 160 | 168 | 116 | 141 | 104 | 92 | 73 | 73 | 76 | 59 | 70 | 77 | 1,212 |
| Billable to MO | 24,987 | 24,338 | 23,479 | 22,728 | 22,944 | 22,928 | 22,173 | 20,606 | 21,423 | 19,640 | 21,108 | 20,162 | 266,515 |
| TRS Fund Billable Minutes | 8,829 | 7,632 | 7,206 | 6,733 | 6,201 | 8,214 | 7,608 | 7,524 | 7,366 | 5,652 | 7,173 | 7,082 | 87,220 |
| Total | 53,342 | 49,772 | 47,685 | 45,975 | 44,989 | 49,279 | 46,039 | 43,941 | 45,141 | 38,943 | 44,270 | 42,924 | 552,299 |

Publication Services provided by



T.S. WRITING SERVICES, LLC

Outreach Service

The Relay Missouri Program Manager or Outreach Specialist is available to:

- ▶ provide outreach services to the deaf, hard-of-hearing, deaf-blind and speech-disabled communities, as well as hearing civic groups and other organizations within the State of Missouri.
- ▶ make presentations and distribute relay information in educational settings and at trade shows throughout the State of Missouri.
- ▶ conduct educational workshops and training sessions with deaf, hard-of-hearing, deaf-blind, speech-disabled and hearing communities in Missouri.
- ▶ answer any questions, provide usage tips, and resolve relay-related issues.

To receive information or schedule a presentation, contact:

- ▶ Michelle Vicino, Relay Missouri Account Manager
- ▶ **860-899-1097** (Voice/Videophone)
- ▶ **860-242-7989** (Fax)
- ▶ michelle.vicino@sprint.com (Email)

Don't Hang Up

- ▶ The goal of the **Don't Hang Up** campaign is to decrease the frequency of hang ups by businesses who are unfamiliar with Relay Missouri. The campaign includes:
 - ▶ public service announcements
 - ▶ articles in business publications
- ▶ If you have experienced a hang-up, please contact customer service (see information on the back) who will provide the business with information about Relay Missouri.
- ▶ **Many people have found that changing the way their relay calls are announced reduces hang ups:**
 - ▶ Instead of saying, "This is Relay Missouri..", ask the relay operator to begin, "This is a customer of your business calling through Relay Missouri," or, "This is (your name) calling through Relay Missouri."
- ▶ **For more information on the Don't Hang Up campaign, visit www.relaymissouri.com/donthangup**

Emergency

- ▶ In an emergency, dial **9-1-1** directly using a TTY or CapTel to ensure immediate attention and identification of a relay user's location.
- ▶ **NOTE: 7-1-1 is NOT an emergency number.**

Directory Assistance

- ▶ Relay Missouri will relay Directory Assistance (DA) calls between relay users and the Local Exchange Carrier (LEC) DA operator.
- ▶ Once the relay user makes the request, the relay operator will contact the appropriate LEC DA operator. After obtaining the number, the relay user may choose to place the call through Relay Missouri or dial it directly TTY to TTY.

TTY Public Payphones

- ▶ Dial **7-1-1**.
- ▶ All local calls from TTY payphones are free of charge.
- ▶ Toll calls can be billed through calling cards and prepaid cards.

Customer Profile

- ▶ The Relay Missouri Customer Profile allows relay users who access relay through a toll-free number to submit their user preferences such as, frequently dialed numbers, emergency numbers, preferred carrier of choice, customer notes, and many other preferences.
- ▶ The relay user will have the flexibility of updating their user preferences as needed. Their information is confidential and secure.
- ▶ For more information, visit at www.relaymissouri.com/profile

Telecommunication Access Program (TAP)

- ▶ TAP for Telephone provides adaptive telephone equipment that may work with Relay Missouri, including TTY's, TTY's for HCO and VCO/ Captioned telephones.
- ▶ For more information, visit at www.at.mo.gov

More Information

- ▶ Customer Service: **800-676-3777** (TTY/Voice/ASCII)
- ▶ Servicio al Cliente: **800-676-4290** (TTY/Voz/ASCII)
- ▶ STS Customer Service: **877-787-1989** (Speech-disabled only)
- ▶ CapTel Customer Service: **888-269-7477** (Voice/CapTel/TTY)
- ▶ CapTel Servicio al Cliente: **866-670-9134** (Voz/CapTel/TTY)
- ▶ Email: michelle.vicino@sprint.com
- ▶ Website: www.relaymissouri.com

RelayMO
Relay Missouri dial 711
www.relaymissouri.com

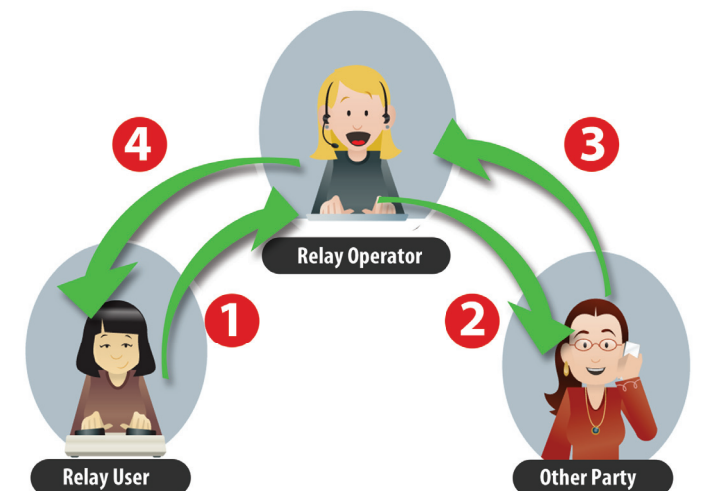
**Connecting callers with
a hearing loss or
a speech disability**



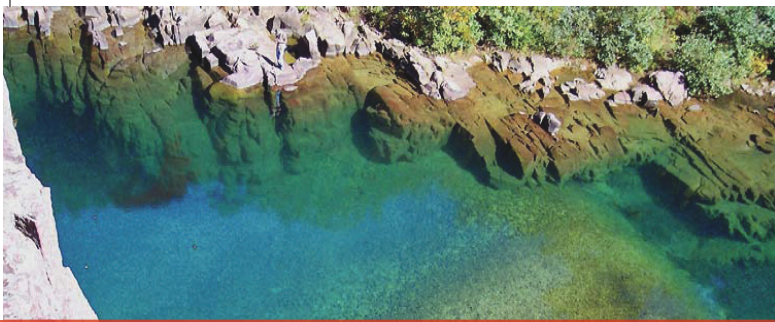
What is Relay Missouri?

- ▶ Free service that provides full telephone accessibility to people who are deaf, hearing, hard-of-hearing, deaf-blind, late-deafened, or have a speech disability.
- ▶ Allows text-telephone (TTY) or captioned telephone (CapTel) users to communicate with standard telephone users through specially trained relay operators.
- ▶ Calls can be made to anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls.
- ▶ All calls are strictly confidential and no records of any conversation are maintained.
- ▶ The relay service is administrated by the Missouri Public Service Commission (MO PSC) and provided by Sprint.

How does the Relay work?



- 1 Relay User types her conversation to Relay Operator.
- 2 Relay Operator then voices TTY User's typed message to Other Party.
- 3 After Relay User types "GA", it is Other Party's turn to respond.
- 4 Relay Operator relays Other Party's spoken words by typing them back to Relay User.



VOICE

TTY

HCO

VCO

STS

CAPTEL

OTHERS

Standard Phone

7-1-1 or 866-735-2460

- ▶ Hearing users can easily initiate calls to persons who are deaf, hard-of-hearing, deaf-blind, and speech-disabled.
- ▶ The relay operator types the hearing person's spoken words to the TTY user.
- ▶ How to dial:
 - ▶ Dial 7-1-1 or direct dial 866-735-2460
 - ▶ The relay operator announces, "Relay Missouri Operator (#). May I have the number you wish to call, please?"
 - ▶ Give the relay operator the area code and phone number.
 - ▶ The relay operator will process the call.

Teletypewriter

7-1-1 or 800-735-2966

- ▶ TTY stands for a teletypewriter device.
- ▶ A person who is deaf, hard-of-hearing or deaf-blind uses a TTY to type his/her conversation to a relay operator, who then reads aloud the typed conversation to a hearing person.
- ▶ The relay operator relays the hearing person's spoken words by typing them back to the TTY user.



Hearing Carry-Over

7-1-1 or 800-735-2966

- ▶ Speech-disabled users with hearing listen to the person they are calling.
- ▶ The HCO user types his/her conversation for the relay operator to read aloud to the standard telephone user.
- ▶ Additional HCO service is available:
 - ▶ HCO to TTY: The HCO user listens while the relay operator voices the TTY user's typed message. The HCO user types his/her conversation directly to the TTY user.



Voice Carry-Over

7-1-1 or 800-735-0135

- ▶ A deaf or hard-of-hearing person uses his/her voice to speak directly to a hearing person.
- ▶ A relay operator types what the hearing person says for the VCO user to read on their TTY.
- ▶ Ideal for late-deafened adults who are unable to hear over the phone.
- ▶ Additional VCO services are available:
 - ▶ VCO to TTY: The relay operator types what the VCO user says to the TTY user. Whatever the TTY user types goes directly to the VCO user's text display.
 - ▶ VCO to VCO: The relay operator serves as "ears" for both parties, typing what is said on both ends of the call.



Speech-to-Speech

7-1-1 or 877-735-7877

- ▶ A person with a speech disability can use his/her own voice or voice synthesizer over the phone.
- ▶ Speech-to-Speech (STS) calls can be made by anyone/to anyone with a speech disability.
- ▶ Specially trained relay operators serve as the speech disabled user's voice. They listen and repeat the speech-disabled user's dialog to the called party if needed.
- ▶ Relay Missouri's unparalleled equipment and exceptional STS relay operator training ensure that speech-disabled users will be heard and understood.



Captioned Telephone

7-1-1 or 877-243-2823

- ▶ Hear the other party's voice and at the same time read captions of everything they say.
- ▶ Provided free of charge* through Relay Missouri.
- ▶ Ideal for late-deafened adults who have difficulty understanding spoken words over the phone.
- ▶ Built-in answering machine with captions.
- ▶ Free phone eligibility information is available on website at: captel.com/availability/MO.php

* CapTel users are responsible for their own long distance charges.



Spanish Relay Service

800-520-7309 Voice

- ▶ TTY users can type in Spanish and his/her conversation will be relayed in Spanish to the voice caller.
- ▶ Either the TTY or voice caller can request Spanish to English or English to Spanish via relay.

International Calls **605-224-1837**

- ▶ Relay Missouri allows you to place and receive calls to and from anywhere in the world in English or Spanish.
- ▶ Callers from a country outside the United States may also access Relay Missouri.

TeleBraille **7-1-1 or 800-735-2966**

- ▶ Deaf-blind relay users often use special TTYs equipped with TeleBraille or large visual displays and prefer slower typing speeds at a rate of 15 words per minute to read messages.
- ▶ Users can also request increased or decreased rates of text in increments of 5 words per minute.

Internet (IP) Relay **www.sprintip.com**

- ▶ Sprint IP Relay is a service that allows callers with hearing loss to place relay calls over the Internet via their computer or laptop. There is no need for traditional TTY equipment.
- ▶ Sprint IP Relay is a free service that combines traditional relay service with the ease of the Internet and there are no long-distance charges.



NEED HELP?

- ▶ **Receive** assistance with a relay call
- ▶ **Make** a complaint, suggestion or comment
- ▶ **Request** brochures, outreach materials, or presentations

CONTACT RELAY MISSOURI CUSTOMER SERVICE:

- ▶ **800-676-3777** TTY/Voice/ASCII
- ▶ **877-787-1989** Speech-to-Speech
- ▶ **800-676-4290** Español
- ▶ **michelle.vicino@sprint.com** E-mail

TROUBLE HEARING ON THE PHONE?

RelayMO
Relay Missouri dial 711

relaymissouri.com

Captioned Telephone Service from Relay Missouri offers the ability for anyone with hearing loss to communicate on the telephone independently.

Listen, **read** and **respond** to your callers with the ease of a CapTel phone from Relay Missouri!

- Built-in answering machine with captions.
- Built-in WiFi.
- Need help with Installation? Call us! We have support available!
- Phone service and high-speed Internet or WiFi service required.

***** 9/25 12:45 PM *****
Hi Mom a new phone
really? Does that mean you
can read what I'm saying
during our conversation?
Wow I can't wait to see it
next time we come over to
visit.
Press ▲ to Review the Conversation

APPLY FOR A FREE CAPTEL PHONE

Missouri residents may be eligible to receive a CapTel phone FREE of charge through the Missouri Telecommunications Access Program (TAP) for Telephone Equipment, which provides equipment to qualified individuals who have difficulty hearing over the phone. The program offers both the CapTel 840 and the CapTel 840i.

To learn more about the program or to apply for a free CapTel phone, visit
relaymissouri.com/relaymo-services/tap-for-telephone



Join us in Facebook for all the up-to-the-minute Relay Missouri news.
www.facebook.com/RelayMissouri

Reconnect. Captions for your phone calls. Sprint CapTel® 2400i

Sprint
CapTel

- Quality you can **count on...**
- Accuracy you can **depend on...**
- Customer service you can **rely on...**

Order your phone through Sprint CapTel and get Installation Support.

NOTE:

CapTel Captioning Service funded through FCC provisions. CapTel callers are responsible for their own long distance call charges. When not using captions, max amplification is capped at 18dB.

To get a CapTel phone, go to sprintcaptel.com or call 877-805-5845

Code for free shipping:
SPRHLAA

Limited time offer.



Sprint CapTel 2400i

Although CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. By using CapTel for emergency calling you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through CapTel whether caused by the negligence of Sprint or otherwise. Sprint CapTel Phone Offer: While supplies last. Other restrictions apply. Sprint reserves the right to modify, extend or cancel offers at any time. See www.sprintcaptel.com for details. ©2015 Sprint. Sprint and the logo are trademarks of Sprint. CapTel is a registered trademark of Ultratec, Inc. Other marks are the property of their respective owners.

Building a connection between phone callers with ease!



Dial 7-1-1 and communicate with any caller – 24 hours a day!



Relay Missouri is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deaf-blind, and speech-disabled. This service allows TTY (text-telephone) users to communicate with standard telephone users through specially trained relay operators.

For more information, contact **Relay Missouri Customer Service**

- **800-676-3777** (Voice/TTY)
- **sprint.trscustserv@sprint.com** (Email)
- **relaymissouri.com** (Website)

*Captioned Telephone (CapTel®) Service – Talk, listen and **read!***



If a person with a hearing loss has difficulty hearing on the phone, not anymore! They can hear everything other callers say, just like a traditional call. At the same time, the captioning service transcribes everything they say into captions, which appear on the CapTel display window.

For more information, contact **Missouri Telecommunications Access Program (TAP)**

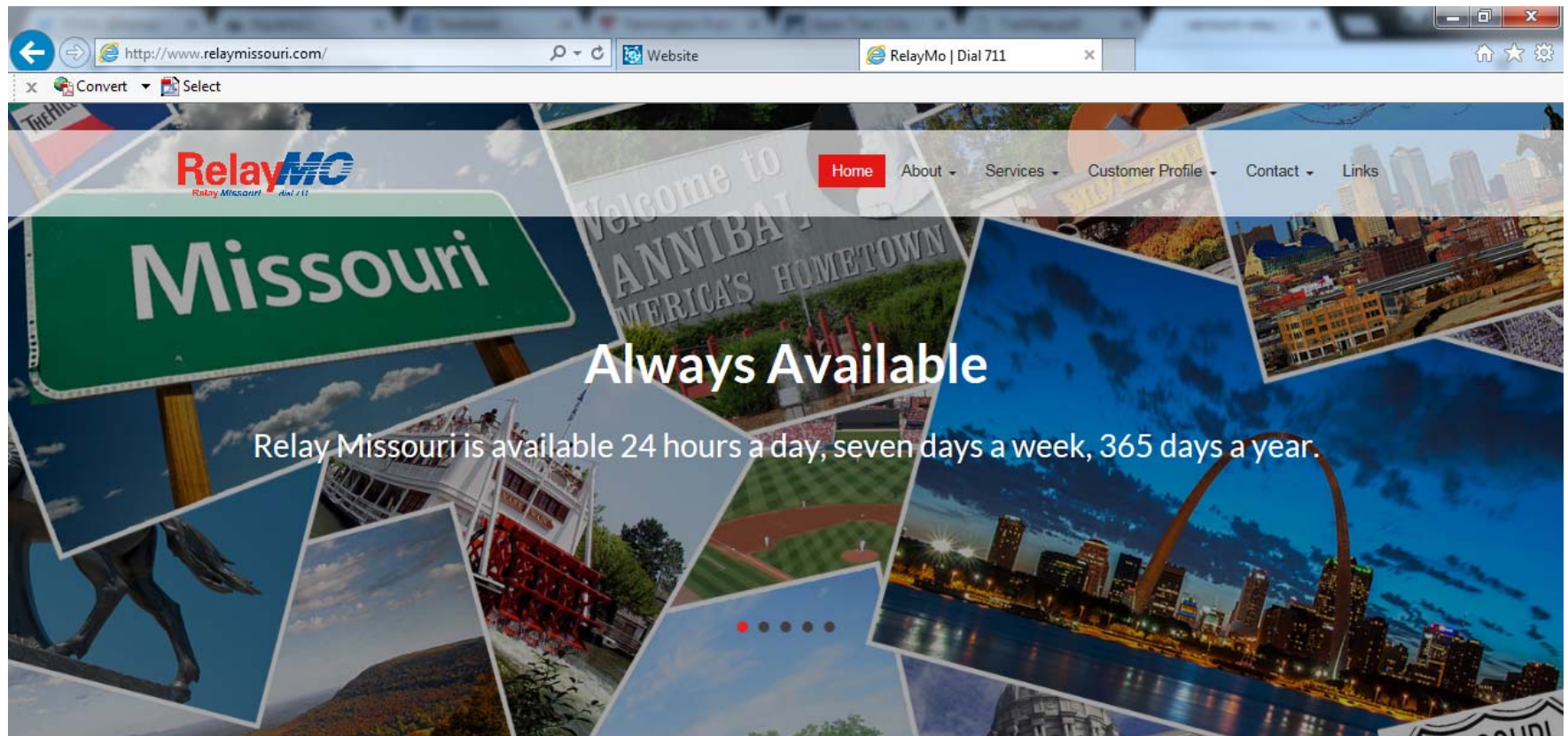
- **800-648-8557** (Voice)
- **800-647-8558** (TTY)
- **moat1501@att.net** (Email)



- Please, Don't Hang Up! Campaign
relaymissouri.com/contact-relay/hang-up-complaint/
- Relay Service for Spanish-Speaking Callers
relaymissouri.com/relaymo-services/spanish-relay/
- Relay Customer Service
relaymissouri.com/contact-relay/
- Telecommunications Access Program
relaymissouri.com/relaymo-services/tap-for-telephone/

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trademark of Ultratec, Inc.



Relay Missouri is a service that provides full telephone accessibility to people who are deaf, hard of hearing, deaf-blind, and speech disabled.

TTY

Dial 711 or 800.735.2966 A person who is deaf, hard of hearing, deaf-blind, or speech-disabled uses a TTY to type ...

[Read More](#)

CapTel

Captioned Telephone - Dial 877.242.2823
CapTel is for individuals with significant hearing loss who are able to use their own ...

[Read More](#)

Speech to Speech

Dial 877.735.7877 Speech to Speech (STS) is for hearing people with speech disabilities. Specially trained relay operators serve as the ...

[Read More](#)

Voice Carry Over

Dial 800.735.0135 Voice Carry Over (VCO)

Hearing Carry Over

Dial 800.735.2966 Hearing Carry Over (HCO)

Voice

Dial 711 or 866.735.2460 Standard telephone

Trust • Commitment • Experience

Sprint
CapTel®



RelayMC
Relay Missouri dial 711

#SprintCapTel

Post to Win!

RelayMC
Relay Missouri dial 711

1. Take a picture at today's game.
2. Post the picture on your social media page (Facebook, Twitter, Instagram, etc.) and include: #SprintCapTel
3. Show us your post at booth #218/220 to claim your prize.

Visit Sprint CapTel booth #218/220

Sprint
CapTel®







al • Aloe Vera • Safety

Relay **MO**
Relay Missouri dial 711

RelayMO
Relay Missouri 800.735.7273

WWW.RELAYMISSOURI.COM



RelayMO
Missouri dial 711



Missouri FCC Complaint Log 2012-2013

Complaint Tracking for MO (06/01/2012-05/31/2013). Total Customer Contacts: 1

| Tally | Date of Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | 08/16/12 | At 8:48 am customer called in to say there was a garbling issue on a TTY to TTY call this morning. It garbled really bad with a particular agent. Customer wanted to check with all agents to avoid the garbling on a TTY to TTY call. Customer also wanted to keep relay informed of the issue. Thanked the customer. No follow up is requested | 08/16/12 | Reassigned to appropriate center. Agent recalls TTY to TTY and says she turned off the turbo code to avoid garbling. Wondering if garbling was due to something on the customer's end. |



Missouri FCC Complaint Log
2013 - 2014

Complaint Tracking for MO (06/01/2013-05/31/2014). Total Customer Contacts: 0

| Tally | Date of Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------|----------------|---------------------|--------------------|---------------------------|
|-------|----------------|---------------------|--------------------|---------------------------|

Date Generated: Mon, Jun. 9th, 2014 @ 01:47:56 PM CT



Missouri FCC Complaint Log
2014 - 2015

Complaint Tracking for MO (06/01/2014-05/31/2015). Total Customer Contacts: 6

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|--------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | 07/14/14 | Customer reported words captioned she did not believe the other party said. Customer did not have specific call detail to share. | 07/14/14 | Customer Service Representative apologized for incidence and thanked the customer for bringing their experience to our attention. Customer Service Representative suggested that customer document the date, time, and identification number of the Communication Assistant of any future calls to allow us to take specific action with the Communication Assistant who is captioning the call. Change to complaint category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified. |
| 2 | 07/23/14 | A TTY customer complained that the Communication Assistant did not turn off turbo code at the beginning of his call causing garbling. Customer Service Representative apologized for the problem and ensured that the notes were in database profile. Customer did not request follow-up | 08/06/14 | Customer is connecting to Relay service in turbo code mode. Determined customer wants only to connect to Relay at TTY/Baudot speed. Customer Service Representative and program managers have explained that Communication Assistants can follow the instruction to turn off turbo code, but the system instruction is time sensitive and can only be performed after the connection to the service is made. Customer has been advised a permanent TTY/Baudot solution must be performed on the TTY before connecting to relay. Sprint has provided support for the customer solution, including instructions for turning off the turbo code mode, and a referral for customer support through the state equipment program. |
| 3 | 07/28/14 | Customer complained that the Communication Assistant did not turn off turbo code during his call. Customer Service apologized for the problem customer did not request follow up | 08/06/14 | No Communication Assistant assigned to this number. Unable to further investigate. |
| 4 | 08/19/14 | Customer commented that Communication Assistants were pleasant but both had trouble keeping up with her. Customer commented that the Communication Assistants were either not concentrating or not typing fast enough. Apologized and let customer know the concern will be brought to the supervisor's attention. | 08/19/14 | Supervisor 1: Communication Assistant stated this customer had a very strong southern accent and was hard to understand. Customer also did not speak directly into the phone at all times making it difficult to hear them. Customer also would not stop talking in response to "one moment please." Advised Communication Assistant to be sure to tell customer when they are having trouble hearing and /or understanding what is being said. Supervisor 2: Reminded Communication Assistant that pacing should be done correctly. If unable to keep up with a customer, let the inbound user know with parenthesis statements. Always do the best you can with pacing and typing. |
| 5 | 08/29/14 | Customer said that during the call to doctor's office the Communication Assistant did not relay or explain everything. This created confusion and the doctor did not know what they were talking about. Apologized to the customer and assured the customer that we would look into what happened. | 08/29/14 | Communication Assistant was coached by a supervisor to read everything typed verbatim and explain Relay if necessary to the voice caller to avoid confusion. |
| 6 | 09/14/14 | Customer called in to report the Communication Assistant was rude when he was pacing the caller. She did not appreciate the way he talked to her when asked to slow down and repeat. | 09/14/14 | The Communication Assistant was coached by a supervisor on voice tone and choice of wording when pacing a customer. |



Missouri FCC Complaint Log
2015 - 2016

Complaint Tracking for MO (06/01/2015 - 05/31/2016). Total Customer Contacts: 0

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|--------------|--------------------------|----------------------------|---------------------------|----------------------------------|
|--------------|--------------------------|----------------------------|---------------------------|----------------------------------|

Date Generated: Mon, Jun. 6th, 2016 @ 11:41:34 AM CT



Sprint
Accessibility

Missouri FCC Complaint Log

2016 - 2017

Complaint Tracking for MO (06/01/2016-05/31/2017). Total Customer Contacts: 0

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------|-------------------|---------------------|--------------------|---------------------------|
|-------|-------------------|---------------------|--------------------|---------------------------|

Date Generated: Fri, Jun. 2nd, 2017 @ 07:58:10 AM CT